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FCC - MAILROOM

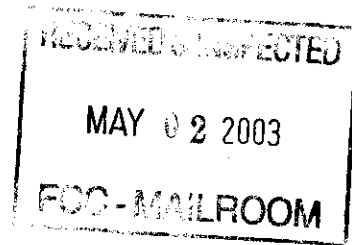
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OH

~~\$~~ PS.

COMMISSION'S SECRETARY
FCC
445 12TH ST. SW.
WASHINGTON D.C. 20534
CG DOCKET 02-278



April 24, 2003

To Whom It May Concern:

I Laura Cox have worked for Teleperformance Usa for 6 years. Working for the company I have talked to thousands of people with all different needs for the products my company offers. Some are simply not interested and some could not be happier I called. They need the product I am soliciting.

I am very confident in the products I solicit. I feel that if a customer is not interested in the product that I am offering it is nothing more than ending the call by saying no thank you. I can't speak for all telemarketing sites but Teleperformance is very professional all TSRs are monitored several times a week to ensure we are polite and professional on all calls.

I have already been cut from supervisor to a caller and if I were to lose my job it would cause a lot grief for my children and husband. We depend on my income. My husband does not have Health Insurance through his work so I provide the Health Insurance through this job for my family. We just bought a home and without my job we could not have such nice things. My Husband and I work so hard so we do not have to depend on the state for help. Please don't cause millions this grief.

Sincerely,

A handwritten signature in cursive script that reads "Laura Cox".

Laura Cox

109 Ramona Drive

Fairborn, Ohio 45324

April 25, 2003

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MAY 02 2003

FCC MAIL ROOM

Commissioner's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, N.W.
Washington, D.C. 20554

Ref: CC Society No. 02-278
Rules and Regulations Implementing
the Telephone Consumer
Protection Act of 1991

Dear Secretary,

I am employed at the Fairborn, Oh
office of Superformance U.S.A.
(Callings center). I am a T.B.R.
and enjoy my job very much.
We sell insurance products and
credit card protection. I
am currently working on the
MBNA program selling Privacy
Assist. This is protection for
the customer's account against
theft of identity or credit card
fraud. This is very important
in today's uncertain world.

I have been employed at the
office for almost five years.

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FOX MAIL ROOM

this August 31, which is my anniversary. I have actually several different programs, mainly Discover Card insurance and MBNA credit card protection.

I believe that my job is very important because in today's society it is a fast paced world. People do not always take the time to read their own mail. Our products sell much better because we talk to thousands of people every day and explain the products thoroughly to our customers. Customers buy the products more often because T.B.R.'s are taking the time to explain every detail of the products. I know from own experience that MBNA Privacy Protect is selling well. Therefore, I am enjoying very much.

My job is very important to me and my family. My salary is paying for my daughter's college tuition car insurance and other expenses of college. This will enable my daughter

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to secure a better job in the future, so that I can hope I will have a much better lifestyle. She is depending on me for her future. College would not be possible for my daughter if I did not have my job, so I consider my job very important.

I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modifications to the FTC rules. I will work 40 plus hours per week whenever we are allowed to work extra hours.

Thank you for your full consideration on this topic.

Sincerely,
Marcia E. Berry
1974 Farrell Drive
Fairborn, OH.
45324-2505

April 23, 2003

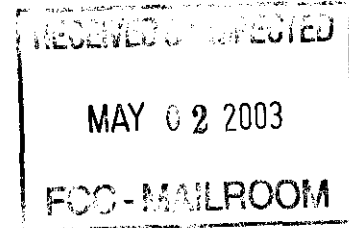
Commission's Secretary

Office of the Secretary

Federal Communications Commission

445 12th Street, Sw

Washington D.C. 20554



REF: CG Docket No 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

My name is Darcie Wells and I have worked for Teleperformance USA formally known as Market USA for almost ten years. I worked as a caller and for the past 6 years as the recruiter. I have hired many people over the years. Good people who are trying to make a living some are single mom's others trying to help contribute to the household. Our employees need their jobs as well as myself. Loss of employment here would not only be loss of income but loss of medical benefits for themselves as well as their families.

Our company follows the company – specific do-not- call lists. Authorizing a National Do –Not Call Registry would eliminate hundreds of thousands of jobs. Making the economy suffer even more and making more people unemployed and also dependent on the welfare system for income as well as medical help.

Sincerely,

A handwritten signature in cursive script that reads "Darcie Wells".

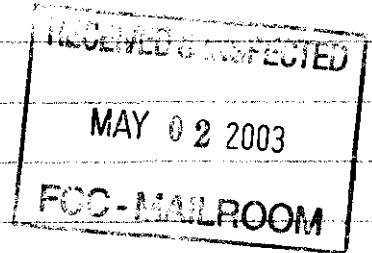
Darcie Wells

112 Mark Lane

Fairborn, Ohio 45324

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW.
Washington, D.C. 20554

4-24-03



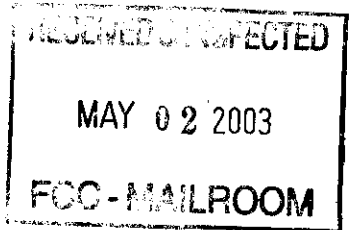
Ref: CG Docket No. 02-278

Rules and Regulations Implementing the telephone
Consumer Protection Act of 1991.

I work for Teleperformance U.S.A in
Fairborn, Ohio as a Supervisor. We offer
products and services to major credit card
holders. I work with a lot of great people
who depend on this job to support their
families. This job has enabled me to
buy a home and a decent vehicle. I love
my job and can't imagine not having it.
I have been with Teleperformance for 11 years
and hopefully many more. I do support
the ATA's proposed notifications to the
FTC rules.

Thank you for your full consideration
on this topic.

Michelle L. Keeney
202 Magnolia Lane
Fairborn, OH 45324



4/23/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

I work in Fairborn, Ohio at Teleperformance
USA as a TSK. We specialize in insurance product
through credit card companies. I enjoy working with
people over the phone to fulfill their needs. My job
allows me and my family a better lifestyle. I
support the AT&T's proposed modifications to the FTC
rules.

Thank you for your full consideration on this topic.

Sharon Busheer
1032 Phillips Ave.
Dayton, OH 45410

Rich Hanania

TO: COMMISSIONS
OFFICE OF THE
FEC
445 12TH ST. SW
WASHINGTON DC
20554

RECEIVED DIRECTED
SECRETARY
MAY 02 2003
FOOT LOCKER MAIL ROOM
OAK LAWN, IL
CG DOCKET 02-278

Dear FCC

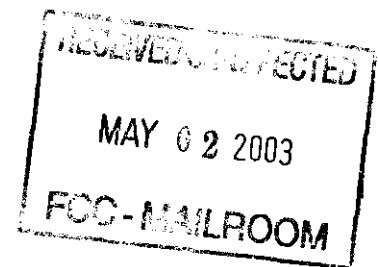
My name is Rich Hanania. I've been at this job for about 6 months. I like it here. I'm 17 years old and prior to being a telemarketer the best job I could get was sweeping floors or flipping burgers for \$5.15 an hour. This is much better and I can sometimes make up to 10 dollars an hour. I know I don't need this job as much as the thousands who need to feed their families but working here has allowed me to get some nice things while I try to get through school. I have who ask me to help them get jobs here. What I'm more worried about is my 3 cousins who work here because they need the money to help pay for bills.

Also, I feel the proposed legislation is unfair. We don't force people to have anything and companies have the right to make offers people. Not to mention many people ~~with~~ need what we sell. Credit protection and life insurance are things people need but may not think about until we bring it to their attention. Besides if people weren't taking and using our service we'd go out of business on our own. In fact many are more than willing and eager to hear what we have to offer. If they don't want it all they need to say is "no thanks." In conclusion, I don't think 60,000 people should millions out of business, especially with the economy the way it is. I hope you think about this while deciding how to enforce these new regulations.

Sincerely,
Rich Hanania

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communication Commission
445 12th Street SW
Washington D.C. 20554



Ref: CG Docket No. 02-278

My name is Melissa Hall. I am a supervisor for Teleperformance USA in Fairborn, Ohio.

I became a telephone sales representative in January 1996. Although I was currently employed as a property manager for a small privately owned company, I found it necessary to reduce my work hours after the birth of my first daughter. After only a short time I found I could earn as much money in 30 hrs as a telemarketer as I could earn in almost 50hrs at my previous job.

Teleperformance USA has given me and many other employees invaluable on the job training and work experience. It has always been their policy to promote from within the company. It is because of that policy that I am now the primary financial support for my family. My career in Telemarketing has given me the opportunity to buy a new home, new vehicles and enjoy a comfortable life style.

I am sure I do not need to tell you how many people are employed in the Telemarketing industry nationally or how the proposed changes by the FCC will eliminate thousands if not millions of jobs. These changes will put further strain on our already failing economy...

I realize telemarketing calls are considered a nuisance, but the products and services we offer are valuable and convenient. Our customers must feel the same way or the Telemarketing industry would not be as profitable for it's companies or their clients.

Speaking as a supervisor and trainer, I can say that we spend a lot of time and effort educating our employees on the Federal laws regulating our business. We do not take them lightly and frequently do refresher training to ensure compliance.

In closing, I urge you to protect our industry by supporting Teleperformance USA and The American Telemarketing Association's proposed modifications to FTC's rules. **DO NOT** regulate telemarketing to the point it can not be profitable our company and it's clients. **YOU CAN SAVE OUR JOBS AND PROTECT CONSUMERS.**

Thank you, for your consideration of these matters.

Sincerely,

Melissa Hall

TO: COMMISSION'S SECRETARY
OFFICE OF THE SECRETARY

REC

445 12TH ST SW
WASHINGTON, DC 20554

April 24 2003

CG Pocket 02-278

MAY 02 2003

REC-MAILROOM

To whom it may concern:

My name is Danny Kay and I have been with Teleperformance USA for 11 yrs. We are located in Fairborn, Ohio. Good people who are trying to make a living, some are single mothers and others are just trying to help contribute to their families.

The product we offer is term life Insurance. We have found that a lot of families do not have life Insurance or they just don't have enough protection that they would need if something was to ever happen.

Our company follows specific do-not-call lists. If the government continues to create more laws against telemarketing companies, it will lead to loss of jobs, can we really afford this!

Danny Kay

Kettering, Oh.

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TO: COMMISSION'S SECRETARY

FCC

445 12TH ST SW

WASHINGTON DC 20554

CG POKET 02-278

To: Whom it may concern

I am a single mom with three kids, ages 15, 12, 9, who rarely gets child support. I work for Seleperformance USA in Fairborn OH. I am a TSR, who will work all the hrs, they will let me. The product I offer term life insurance protection, that helps customers provide security for their loved ones. I take much joy & pride in my job, I enjoy talking to people, and it feels good to be able to help them out in a time of need, with affordable rates. I have been a TSR for 7 years, and without Seleperformance my children would have nothing. I'm opposed of the National DNC list and restrictions on Predictive Dialers, and that you support. Seleperformance USA's and the America Selemarketing Association's proposed modifications to the FTC rules.

Thank you for your
consideration on this topic
Kathy Rosema

23 Rockland Dr, Fairborn OH 45324

MAY 2 2003

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TO: COMMISSION'S SECRETARY
OFFICE OF THE SEC RETARY

FCC

CC DOCKET 02-298

Hello, 445 12TH ST SW
WASHINGTON DC. 20554

4-25-03

my name is Janet LeMaster and I work for TELEPERFORMANCE USA in Fairborn, Ohio. I am a TSR and have been for almost a year. The job of being a TSR is stressful at times but I enjoy speaking with others from other parts of the United States. Right at this time, I'm selling Protective Dental Insurance. I fully believe in this program including the price. So, I strongly feel that everyone should take advantage of this. This is my only job and solely depend on it for support for myself, my husband and my 2 little girls. I was laid off for a little while and could not provide my teenage daughter with her personal needs. I love my job and most of all, TSR's really struggle to make their goal on a daily basis. Some of the credit cardholders are snappy and make quick decisions because of who we are and not because of what we're selling. Most TSR's are good people and just need a chance to express ourselves.

Thank You

Janet LeMaster

136 DIANA LN. EAST Fairborn, Ohio 45324

TO: COMMISSION'S SECRETARY
OFFICE OF THE SECRETARY
FCC
445 RTH ST SW
WASHINGTON D.C. 20554

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FCC-MAILROOM

CG DOCKET 02-278

TO WHOM IT MAY CONCERN:

4-23-03

I work for Teleperformance USA in Fairborn, Ohio. I am a TSB. I have been working here for Almost 2 years. I feel my Job in telemarketing is very important. The life insurance product I sell has helped many Families all over America. Many Families have not sat down and thought about how important Life Insurance is, or they have not followed through with getting a life insurance policy. With me telemarketing life insurance, it makes getting a life insurance policy only a phone call away! And then there Families have the protection they need.

If I was to loose my Job, I would loose my home. I work to help support my mom because she is unable to work due to her health conditions. My mom and I would loose everything we have. If I were to loose my Job.

I oppose the National DNC list and restriction on Predictive Dialers. And I do very much support Teleperformance USA And the American Telemarketing Associations proposed modification to the FTC Rules.

Jessica West
207 E. Emerson Ave.
Fairborn, Ohio 45324

MAY 02 2003

FCC-MAILROOM

TO: COMMISSION OF THE SECRETARY
OFFICE OF THE SECRETARY
FCC
445 12TH STREET SW
WASHINGTON DC 20534

4. 23-03

CG PACKET 02-278

To whom it may concern:

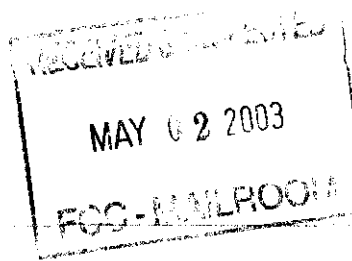
I have been with teleperformance USA in Fairborn, Ohio going on 4 yrs. I'm a TSR. I really enjoy my job. Because I help sell the most important product that every family should have. I love coming to work knowing what I sell is actually of importance.

What I offer is Life Insurance, which everyone should carry. It makes me feel very good knowing that one day there might be a family out there that because of me will have this policy to take care of their family.

To me my job means everything to me. I have 3 small children ages 5, 7, + 10. I am a single parent raising my kids the best I can. If I was to lose my job I would not be able to support my family. And don't know what would happen.

I oppose the national DNC list and restrictions on predictive dialers and I very much so support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Amy Carroll
4364 Bayberry Cove.
Bellbrook, Oh. 45305



PAGE 1

4-24-2003

COMMISSIONER'S SECRETARY
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH ST., SW
WASHINGTON D.C. 20550

CG DOCKET 02-278

MY NAME IS BETTY JOHNSON. I LIVE
IN SPRINGFIELD OH. I WORK IN FAIRBORN,
OH, AT TELEPERFORMANCE U.S.A. I AM AN
INSURANCE AGENT. I CLOSE SALES FOR CLIENTS
WISHING TO RECEIVE LIFE INSURANCE PRODUCTS.

MY COMPANY PAID FOR ME TO GET MY
INSURANCE LICENSE, AND PAID FOR ME TO BE
APPOINTED IN OVER TWENTY STATES. THE CUSTOMERS
I SELL TO, APPRECIATE THE PRODUCT WE ARE OFFERING.

I AM FIFTY TWO YEARS OLD. I AM A
POLIO VICTIM. I HAVE ASTHMA. I AM DEPENDENT
ON MY JOB TO PROVIDE HEALTH INSURANCE. I
AM DEPENDENT UPON ASTHMA MEDICINES FOR
LIFE. I ALSO TAKE THYROID MEDICATIONS, AND
PAIN MEDICATIONS FOR MY BACK. JOBS ARE
NOT EASY TO FIND WHEN YOU CAN'T STAND
VERY LONG, LIFT NOTHING.

I OPPOSE THE NATIONAL DNC LIST
BECAUSE I FEEL IT TAKES MEASURES
TO EXTREMES, AND WOULD CAUSE THE LOSS

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BOBBY JOHNSON

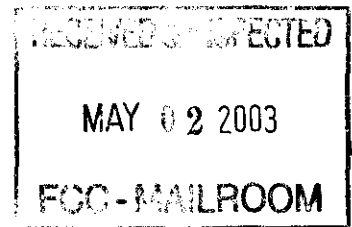
OF MY JOB, AND MANY OTHERS. YOU SEE, ONCE A NUMBER WOULD BE PUT ON A NATIONAL DO NOT CALL LIST THAT NUMBER WOULD BE FOREVER LOST TO TELEMARKETING, NO MATTER WHO HAD THAT NUMBER IN THE FUTURE. THE COMPANY MANDATORY DO NOT CALL LIST WOULD GIVE THE CUSTOMER THE OPTION OF CHOOSING WHAT PRODUCTS THEY WANTED NOT TO BE CALLED ABOUT.

TELEMARKETING PROVIDES JOBS TO PEOPLE WHO WOULD NOT BE OTHERWISE WORKING, THE DISABLED, WORKING MOTHERS, STUDENTS, AND EVEN PEOPLE WHO HAVE CRIMINAL RECORDS THAT NO ONE IS WILLING TO TAKE A CHANCE ON. IN OUR FACILITY ALONE WE HAVE AN AGENT THAT IS AN AMPUTEE. I AM A POLIO VICTIM, WE ALSO HAVE HAD A MULTIPLE SCLEROSIS PATIENT.

HOW MANY JOBS CAN OUR ALREADY SAGGING ECONOMY USE? HOW MANY JOBS ARE THERE IN THE TELEMARKETING INDUSTRY? HOW MUCH PROTECTION CAN WE AFFORD TO OFFER PEOPLE IN A FREE ENTERPRISE NATION. THERE ARE ALREADY MEASURES IN PLACE TO GET RID OF ANNOYING CALLS, PRIVACY MANAGER COMPANY DO NOT CALL LISTS. PLEASE REGISTER ON THE NATIONAL DO NOT CALL LIST.

April 25th, 2003

Commission's Secretary
Office of the Secretary
Federal Communication Commission
445 12th Street SW
Washington, DC 20554



Ref: CG Docket No. 02-278

My name is James Cogar, and I am a supervisor at Teleperformance USA in Fairborn, Ohio. The common perception of telemarketers is that they are manipulative liars who "bug" innocent consumers at all hours of the day/night. Telemarketers are sometimes perceived as an unstoppable nuisance to the tranquility of your home. I'm writing this letter to summarize the last 5 years of my life.

I've been in the telemarketing business since I was 16 years old. While I attended high school it was a nice 2nd shift job that allowed me to concentrate on my schoolwork while at my desk, and have a responsible source of income. I learned good business ethics, and the company worked for only accepted the highest standards of quality. This was only my second job after being a bus boy and I didn't know what to expect. Soon after beginning at Promark One (IDRC Company), the common misconception of lying to earn sales was laid to rest. I learned many invaluable business traits at an early age that has proved priceless throughout my career. I worked at Promark One for almost a year, dressing up with a tie and slacks each day of the workweek. That job allowed me to establish responsibility financially early in life. At the age of 16, it was hard to find a job that could work around school hours, and earn more than minimum wage. Moreover it was nearly impossible to find a job that was not physically draining and allowed me to complete homework while on the clock. When I was 17 my family moved from Pennsylvania to Ohio. One month after moving I acquired a position at Market USA (Teleperformance USA). This company practiced the same exact methods of suppressing numbers of customers who did not want to be marketed as Promark One did. This really showed me that there is an industry wide standard to make sure we don't earn the title of "nuisance". After being a Customer Service Representative for a year here, I graduated from high school early and went on to college. Without this job, I wouldn't have my own car, apartment, or have been able to paid for college books. After my first year at Teleperformance USA, I was asked to attend Insurance classes. I passed my Ohio Life & Disability test and I now hold 43 non-resident insurance licenses. All of the expenses were paid for my Teleperformance USA. After a year of being a Life Insurance Agent here, I was promoted to supervisor. The sense of accomplishment I have now at the age of 21 is indescribable. To truly know how I feel, you would need to hear customers tell you things like "I was just looking to purchase some more insurance, I'm so glad you called." And that would just be the tip of the iceberg. We do reach customers who are irate because they've been called by other companies and misconstrue it as us, but we handle each customer professionally and process their deletion and customer service requests with the utmost haste. At this point in my life, I have some more college to finish, and without this job, I sincerely believe I will lose everything.


As you well know there are millions of people who work in the Telemarketing industry. The thought of millions of people losing their jobs in this already faltering economy is scary. The majority of the people in this industry are the Telephone Representatives themselves. I grind my teeth just firing one person, how will you feel firing millions? You will be taking our livelihood.

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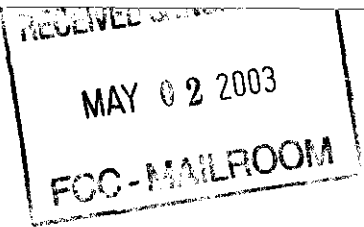
In closing, I urge you to protect our industry by supporting Teleperformance USA and The American Telemarketing Association" proposed modifications to the FTC's rules. Do not regulate telemarketing to the point it can not be profitable to our company and it's clients. You can save your jobs and protect our consumers. It is truly sad to see one company practicing bad business can destroy our entire industry, and our lives.

Thank you for your consideration.

Sincerely,



James David Cogar



April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20054

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

I have worked as a credit life insurance agent in telemarketing sales with
TeleperformanceUSA in Fairborn, Ohio, for 11 years.

I feel we provide an excellent service to our customers who benefit from purchasing
credit life insurance. I feel that the FCC's proposed regulation of a Do Not Call List
will greatly limit the number of customers we will be able to reach.

In our business, we currently have a strict Do Not Call List for credit card customers
who do not wish to be contacted. I feel that additional Do Not Call Lists will put the
jobs of many hard-working people in the telemarketing industry in jeopardy.

Please think of the thousands of us in the telemarketing industry. Considering the
state of the economy, we should be trying to protect jobs instead of implementing
rules and regulations that will eliminate jobs and add to the unemployment ranks. We
should be keeping citizens working and paying taxes instead of being a burden on
strapped state and local governments.

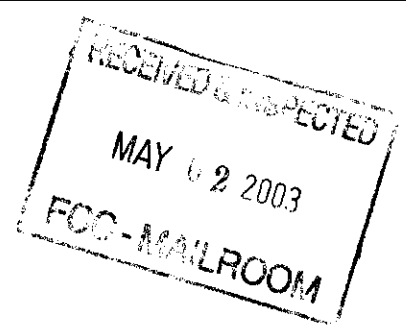
I OPPOSE the National Do Not Call List and restrictions on Predictive Dialers. I
SUPPORT TeleperformanceUSA's and the American Telemarketing Association's
proposed modifications to the FTC rules.

Thank you for your consideration.

A handwritten signature in cursive script that reads "Tyler Kaltenbach".

Tyler Kaltenbach
4268 Lamont Drive
Kettering, OH 45429

2160 Harshman Rd.
Apt. #2
Dayton, OH 45424-6608
April 24, 2003



Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St. SW
Washington D.C. 20554

Ref: **CG Docket No. 02-278**
Rules and Regulations Implementing the Telephone Consumer Protection Act of
1991

Dear Secretary:

My name is Chad Roley. I am a licensed insurance agent for Teleperformance USA in Fairborn, Ohio. Undoubtedly, you have received an overwhelming number of complaints from telephone consumers nationwide demanding that the FCC tighten control of the telemarketing industry. While I am sure some if not many of these complaints are warranted, controlling the telemarketing industry to the point of its extinction is not the answer. I urge you to consider for a moment the tens of thousands of people employed by the telemarketing industry.

I first began my telemarketing "career" on September 7, 1993. I was tired of my low-paying job with McDonald's Corporation and wanted a job that would pay me more and still allow me time to pursue my education. I found such employment with Market USA Inc. (now owned by and operating under the name of Teleperformance USA). My starting wage and commission at Market USA were nearly two dollars more per hour than I was making at McDonald's after two years of service and a promotion. During the nearly ten years I have worked in the telemarketing industry, I have earned and paid for two degrees (an A.A. in English and a B.A. in English), paid my living expenses, enjoyed several luxuries, and built a respectable savings. Had it not been for my employment with Market USA/Teleperformance USA, I would not have graduated from college **debt free**. My story, however, is just a single anecdote. Our facility employs nearly 200 individuals, our industry thousands, all trying to earn a living, all with their own stories.

Without Teleperformance USA and companies like it, I and many other citizens of this nation will be left unemployed and may be forced to work more hours for a lower wage just to maintain our current, if not a lower, standard of living. Most certainly, many of those unemployed will turn to the unemployment compensation and welfare programs. In addition, the cost of goods and services will increase, and the government will lose billions of dollars in tax revenues. Why then in an already ailing economy does the FTC so aggressively promote the formation of a National Do Not Call Registry and

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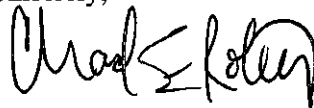
FCC-MAILROOM

prohibition of predictive dialers when it is clear how devastating these measures will prove for telemarketing and related industries?

Very few people, including telemarketers, will deny that telemarketing calls can be a nuisance, but the inconvenience is really a small price to pay to employ such a large number of people. In addition, each year millions of consumers nationwide purchase and are pleased with quality and convenience of the various products and services our industry offers. Thus, I urge you to help us make the telemarketing industry better for everyone by supporting Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules. Do not regulate telemarketing to the point that it can no longer be profitable for our employers or their clients. You can save our jobs while protecting consumers.

Thank you for your full consideration on this topic.

Sincerely,

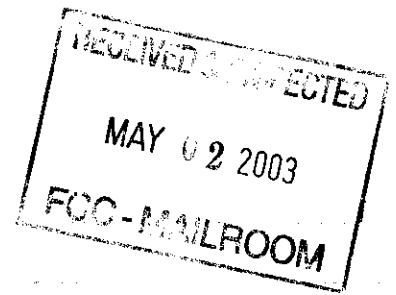


Chad E. Roley

4/25/03

ERIC L. MANN

422 W. FUNDERBURG RD. #F
FAIRBORN, OH 45324



COMMISSION SECRETARY
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET, SW
WASHINGTON, D.C. 20554

DEAR MR. SECRETARY:

CG DOCKET #02-278

MY NAME IS ERIC MANN AND I WORK FOR TELE-
PERFORMANCE USA IN FAIRBORN, OH AS A TSR
I HAVE BEEN FOLLOWING, VERY CLOSELY, THE
NATIONAL DO-NOT-CALL REGISTRY AND I MUST SAY
THAT I AM VERY WORRIED ABOUT HOW THIS WILL
EFFECT MY JOB AND THE ABILITY TO SUPPORT
MY FAMILY. AS A FATHER WHO MUST PAY CHILD
SUPPORT I AM REQUIRED BY LAW TO OBTAIN
AND KEEP FULL TIME EMPLOYMENT THAT
PROVIDES HEALTH COVERAGE FOR MY CHILDREN
I AM 43 YEARS OLD AND IT IS BECOMING
MORE AND MORE DIFFICULT TO FIND FULL TIME
EMPLOYMENT, ESPECIALLY WITH BENEFITS.

ALTHOUGH THIS MAY NOT BE WHAT I WANT TO DO
THIS IS THE ONLY JOB I HAVE AND I DO
WANT TO KEEP IT. I ENJOY WORKING WITH

RECEIVED & INSPECTED
MAY 02 2003
FCC-MAILROOM

My FELLOW EMPLOYEES AND I LIKE SPEAKING WITH PEOPLE FROM ALL OVER THIS GREAT NATION. I FEEL WE DO OFFER QUALITY PRODUCTS AND SERVICES TO OUR CUSTOMERS AND THAT WE DO OUR BEST TO BE VERY PROFESSIONAL AT ALL TIMES.

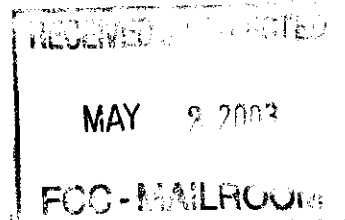
ALTHOUGH PEOPLE MAY NOT LIKE TELEMARKETER WE ARE EXERCISING OUR RIGHT TO PARTICIPATE IN THE FREE-ENTERPRISE SYSTEM I BELIEVE THIS NATIONAL DO-NOT-CALL REGISTRY WILL HAVE VERY DISASTEROUS EFFECTS ON THOUSANDS OF JOBS ALL OVER THIS NATION, INCLUDING MINE. ALL THOUGH THIS NATIONAL DO-NOT-CALL REGISTRY SEEN LIKE A GOOD IDEA, THINK FOR A MOMENT HOW MANY JOBS AND FAMILIES THIS WILL HURT.

THANK YOU FOR YOUR FULL CONSIDERATION ON THIS TOPIC.

SINCERELY,

ERIC L MANA

422 W. FUNDERBURG RD. #F
FAIRBORN, OH 45324

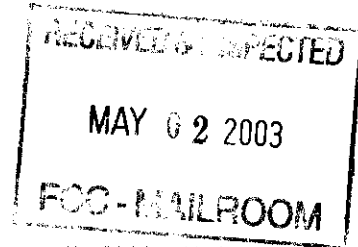


Tammy L. Taylor
516 S. Sutphin
Middletown, OH 45042

04-2403

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554
Ref. CG Docket No. 02-278
Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

My name is Tammy L. Taylor, I work as a Telephone Sales Rep. in Fairborn, OH. I transferred from Middletown, Teleperformance USA, because facility closed down. So in order to keep my job I transferred, I really like talking to people all over the United States. I have worked for Teleperformance USA for a little over 2 yrs. I have worked on a lot of different campaigns. I really have liked about everyone of them. I have worked a lot on the MBNA campaign, Credit Protection & Privacy Assist programs. I really like both campaigns. I think it is very important to offer customers protection for their credit cards and to cut down on fraud and errors, etc, on their cards, by offering them a monitoring service to monitor their account to alert customers if there is anyone trying to get in their credit files.



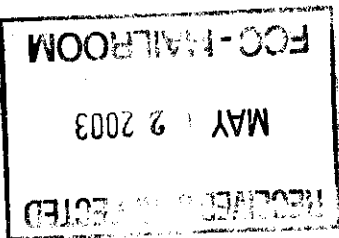
Not only is the MBUA campaign great but there is lots of great other campaigns. All of these campaigns are just trying to reach out to people and help them to different products, and offers that they offer.

Telemarketers, I feel don't irritate people they call but try to help them with their services. I do oppose the National DNC list & restrictions on the Protective Dialers. I don't want to lose the career I have been in for over 2 yrs. I really enjoy talking to customers all over the United States. We're just trying to help people, by offering them good services. I don't want Telemarketing to be a thing of the past but maybe something new, bringing new ideas & suggestions to the future.

Thank-you for your time on this topic & consideration

Sincerely, Tammy L. Taylor
516 S. Sutphin St. #3
Middletown, OH, 45044

4/23/03



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Office of the Secretary
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445 12th Street, SW
Washington D.C. 20554

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Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991

Teleperformance USA, Fairborn, Ohio TSR/telemarketing
(sales representative)

MAY 6 2 2003

FOO - MAIL ROOM

So when it may occur

I am contacting you in regards to the stipulations the FTC are trying to impose on telemarketers. I have my job, it's a very clean work environment, it's also very exciting. I feel that the products that I sell are good beyond. I sell life insurance to a lot of people who don't have their life insurance. At up on a personally worry free situation. I feel that your customer is brought greatly from this supplemental insurance. The reason that I say that I feel would be that my grandmother was an upper middle class woman that passed away and had life insurance, but there were lots of expenses that were left on the family and this pretty much gave better for situations like that. So I just wanted to let you know that I am a firm believer in what I sell.

This job supports myself and my 2 children. I feel that this job is worth more to get on website because the security is so big and even when it's not it is. Get a person with a GED and their educational background, then only, we're done because of safety, and make a living. Flexible job because one of their children had a gastrointestinal disorder, took 4 times 2x weekly, occupational therapy 2x weekly, an ENT, audiologist, eye appointments, dental doctor appointments, and all of this takes this job. I am the most than likely I will not be able to find another job because of all of my doctor appointments.

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Just think of all of the people that will be forced to get on welfare. Financially it sure that it will cost an already suffering economy millions or billions of dollars. I oppose the National DNC list and restrictions on Predictive Dialers and I support firmly Teleperformance USA's and American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Jane Cordell
29 W Grand Ave
Springfield, OH, 45506